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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR
CALL CENTERS"

Assistant Commissioner for Patents
Washington, D.C. 20231

) Group Art Unit: 2645

) Examiner: Anwah, Olisa

) AMENDMENT AND RESPONSE

) "EXPRESS MAIL" MAILING LABEL NUMBER: EL 767783224 US
DATE OF DEPOSIT: August 30, 2002

) I HEREBY CERTIFY THAT THIS WITH THE UNITED STATES
POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO
ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE
INDICATED ABOVE AND IS ADDRESSED TO THE ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231.

) TYPED OR PRINTED NAME: Amy S. Duarte

) SIGNATURE: Amy S. Duarte

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of May 31, 2002. Please charge the amount of \$36.00 for newly added dependent Claims 23-25 to Deposit Account 50-1602. Although the Applicant believes that no other fees are due for filing this Amendment and Response, please charge any such fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

IN THE CLAIMS:

Please cancel Claim 13 and amend Claims 1, 3-5, 8, 15, 19, and 22 as follows:

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1. (Amended) A method for use in managing outgoing calls in a call center, comprising: initiating a call to a first party from the call center via a communication medium;

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